



# ITM DIVISION NEWS

## Tech Tips

### Manage & Archive VM

By David Turner

With your desktop PC or laptop PC, you can manage, archive, and share voice mail (VM) messages. Launch a standard browser on your PC and connect to the NBX NetSet Administration Utility at: <http://164.159.192.5>.

To access the Service Wide Area Network (SWAN) through an Independent Service Provider (ISP) launch the USFWS Virtual Private Network (VPN) client software. Then follow these four steps:

1. Click on the button entitled **USER**. Enter your four digit telephone extension as the User Name and enter your VM password.
2. Personal Settings is the next screen to appear. Highlight a message and press the **LISTEN** button. Windows Media Player appears and the VM will download to your PC and start to play.
3. Use the Windows Media Player pull-down menu to access the **FILE** menu. Select **SAVE** to save the downloaded media file in the form of a **FILENAME.WAV**. Select the location of your file. Save file.
4. Click on the **DELETE** button to delete the message. Once you delete a VM message it is gone forever.

David Turner is the R9  
Telecommunications Engineer.



## Defragment My What?

By Don Salensky

Customer support help desk work isn't easy. To explain a problem to customers is even more difficult. It's easy to tell a customer that the problem was some type of generic "server problem" or that the "network is acting funny" and sometimes these are appropriate responses.

Time spent teaching the customer about technology is time well spent. Customers become more comfortable with technology and are more likely to try to solve simple problems on their own. Educating the customer also increases the customers' receptivity to the next technological upgrade and promotes the ITM Division as well.

Talking to non-technical people about technology is a tricky business. Analogies can work wonders. Customers may not know the difference between RAM and hard drives, but they do know the difference between short-term and long-term memory.

To explain client-server and network operations use people as stand-ins for computers. For example: "Bob is our domain server and Susan is our local machine, and you're trying to join the party (log on to your machine). Bob checks his list of customers to authenticate you and to allow you to join the party. But when the connection to Bob is lost. . . ." Also, try using visual aids. Color notepads make excellent hard-drive sectors to introduce defragmentation and paper clips make excellent network packets.

Keep the customer in mind as you educate. Consider the customer's levels of: knowledge, ability, and interest to decide how much information to share. Most of all, if you're not sure what the problem is be honest and say so. Enlist the customer's help. Education makes everyone's job easier.

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## Meet IT Specialist JoJane Moon



Information Technology Specialist JoJane Moon's desire to work with computers, positive attitude, and communication skills provide her with unlimited IT challenges to support the USFWS National Forensics Laboratory (NFWFL) staff where computers outnumber humans 4-to-1.

One of the ITM Division's biggest challenges is to secure the operating system (OS) without breaking scientific software. Various scientific software is used to operate state-of-the-art instruments such as: a gel and capillary DNA sequencer, a GC/MS (gas chromatograph/ mass spectrometer), a microscope used for ballistics comparisons, and the Perceptron Laser Scanner (provides 3-D bone scans). And the instrument controller computers must be fast.

The NFWFL is the only full-service forensics lab in the world dedicated entirely to wildlife. The crime lab's mission is to examine, identify and compare physical evidence in an attempt to link a suspect, a victim and a crime scene.

Ms. Moon says, "I love the challenge [of IT]. It keeps me young. There's so much to learn."